



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality and Customer Credit Reporting**  
**Quarterly Filing**

**Citizens Telecommunications Company of Illinois**  
**d/b/a Frontier Citizens Communications of Illinois**  
**for Filing Period 4/1/2009 to 6/30/2009**  
**Tracking Number 2870**

**Performance Data - Code Part 730**

	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	1.70	1.80	1.90	1.80
B. Operator Answer Time - Information Section 730.510(a)(1)	3.10	3.10	2.00	2.73
C. Repair Office Answer Time Section 730.510(b)(1)	17.00	25.00	41.00	27.67
D. Business or Customer Service Answer Time Section 730.510(b)(1)	24.00	37.00	48.00	36.33
E. Percent of Service Installations Section 730.540(a)	98.00 %	99.00 %	99.00 %	99.00 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535(a)	97.00 %	96.00 %	95.00 %	96.00 %
G. Trouble Reports per 100 Access Lines Section 730.545(a)	1.70	2.10	2.60	2.13
H. Percent Repeat Trouble Reports Section 730.545(c)	9.00 %	9.00 %	10.00 %	9.00 %
I. Percent of Installation Trouble Reports Section 730.545(f)	4.00 %	4.00 %	3.00 %	4.00 %
J. Missed Repair Appointments Section 730.545(h)	39	95	135	90
K. Missed Installation Appointments Section 730.540(d)	40	26	27	31

**Credit due in accordance with Section 732.30(a)**

Out of Service More Than 24 Hours	April	May	June	Totals
A. Total dollar amount of all customer credits paid	\$165.10	\$190.94	\$640.35	\$996.39
B. Number of credits issued for repairs - 24-48 hours	26	41	60	127
C. Number of credits issued for repairs - 48-72 hours	1	5	11	17
D. Number of credits issued for repairs - 72-96 hours	0	1	3	4
E. Number of credits issued for repairs - 96-120 hours	1	1	1	3
F. Number of credits issued for repairs > 120 hours	0	0	0	0
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	22	23	27	72
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

**Credit due in accordance with Section 732.30(b)**

Failure to Install Basic Local Exchange Service	April	May	June	Totals
A. Total dollar amount of all customer credits paid	\$88.00	\$139.00	\$113.00	\$340.00
B. Number of installations after 5 business days	3	2	3	8
C. Number of installations after 10 business days	0	1	0	1
D. Number of installations after 11 business days	0	1	1	2
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	365	467	1164	1996
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

**Credit due in accordance with Section 732.30(c)**

Missed Appointments	April	May	June	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0